

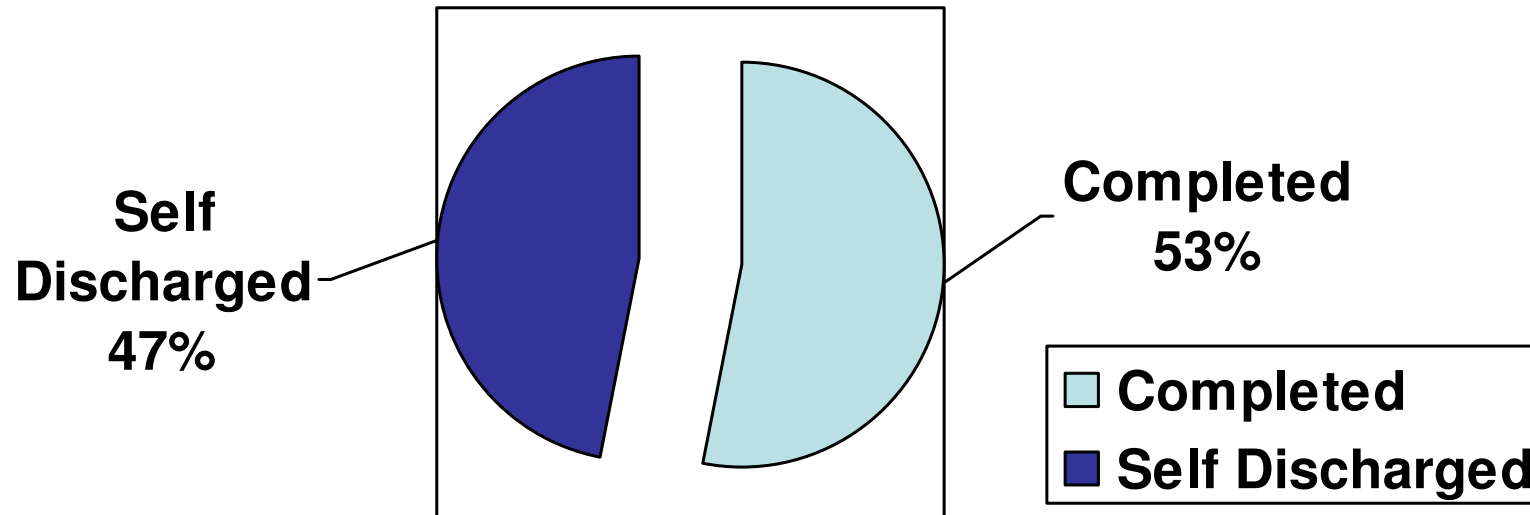


SOMEWHERE HOUSE

ANNUAL AUDIT

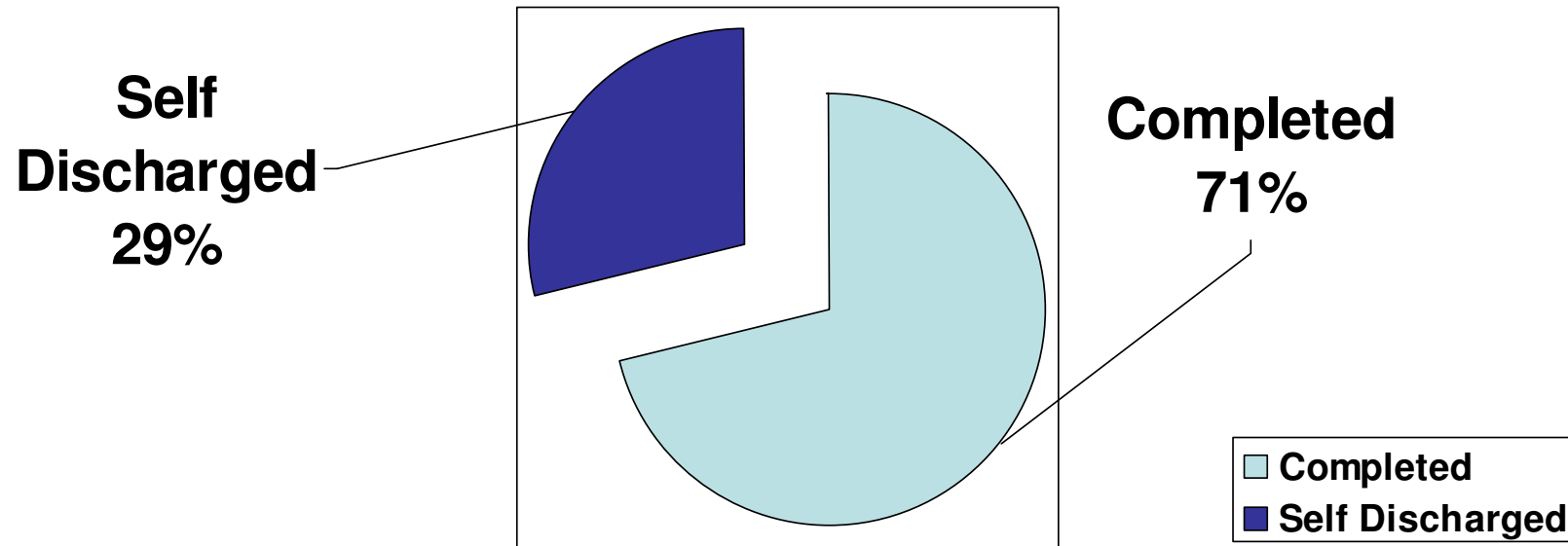
APRIL 2010 – MARCH 2011

Total Clients Admitted April 2010 - March 2011



- **Total number of clients admitted = 50**
- Total Clients Completed = 27 (including those carried over from last year)
- Total Clients Self-discharged = 24 (Sexual relationships, drugs/alcohol use, left service, transfer to another service)
- Total Clients discharged = 0
- Total Clients carried over to 2010/11 = 11

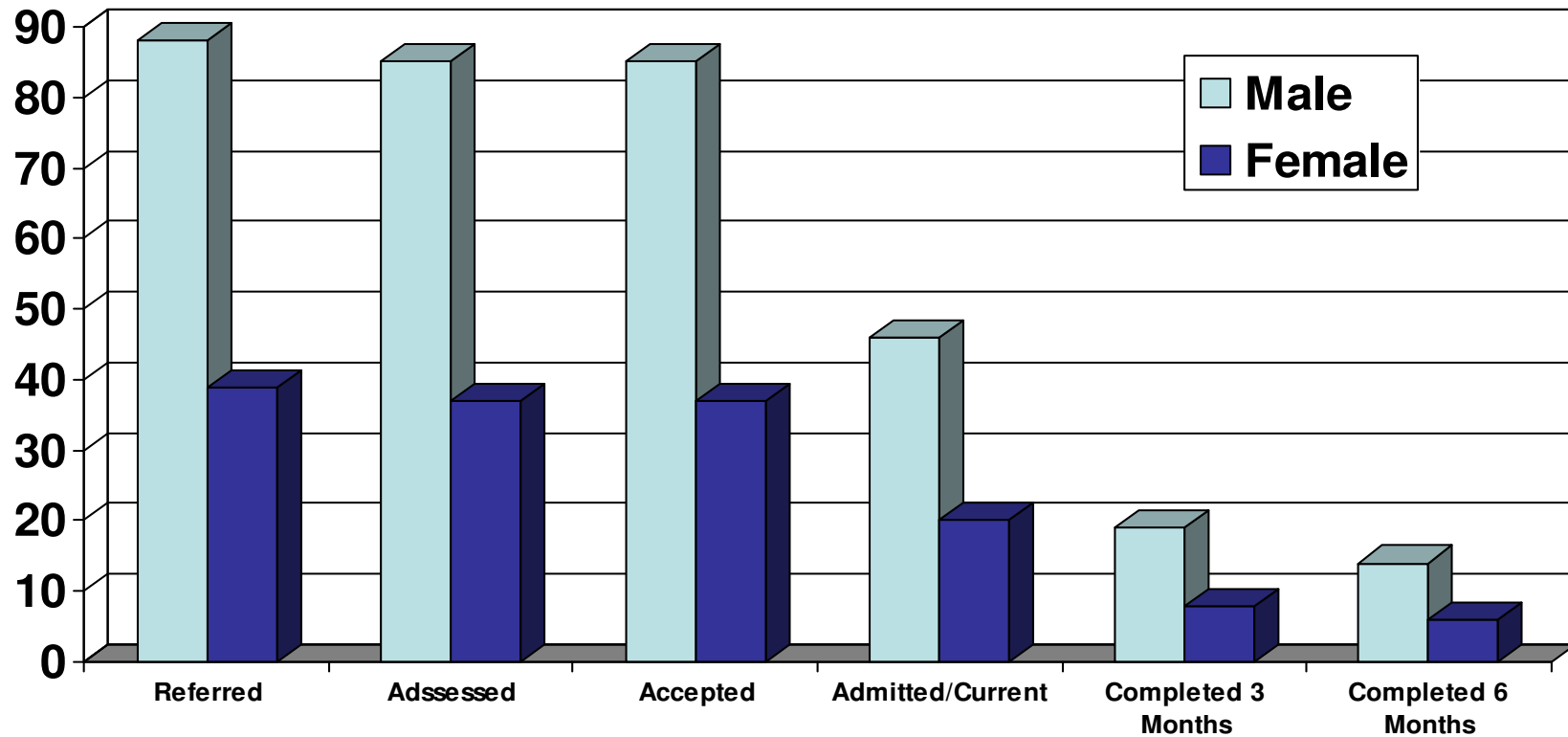
Total Clients Completed April 2010 - March 2011



Clients Retained for 14 days or less removed

Clients that left treatment under 14 days of retention due to a lack of preparation pre treatment or simply changed their mind. All clients are offered the opportunity to go to another service. We then removed those from our total figures, we are left with a **71%** completion rate. This is lower than last years figure we have either improved our ability to retain clients for longer or preparation for treatment has improved.

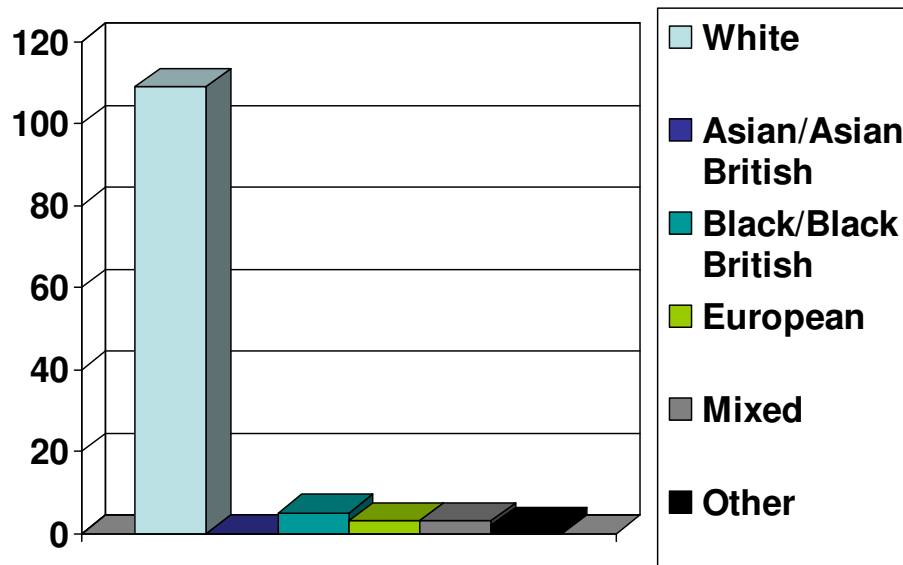
Gender



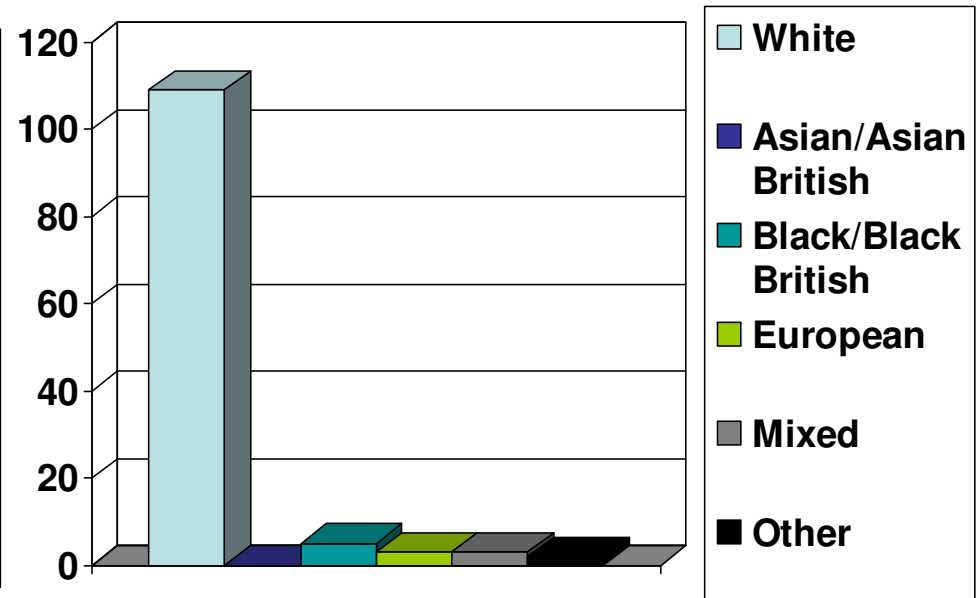
- Total Clients Referred = 181
- Total Assessed = 122
- Total Accepted = 122
- Dropped out of referring services or Clients to Another Service = 59
- Total Admitted = 63
- Total Clients Completed = 27
- Completed Over 3 Months = 20

Ethnicity

Referred

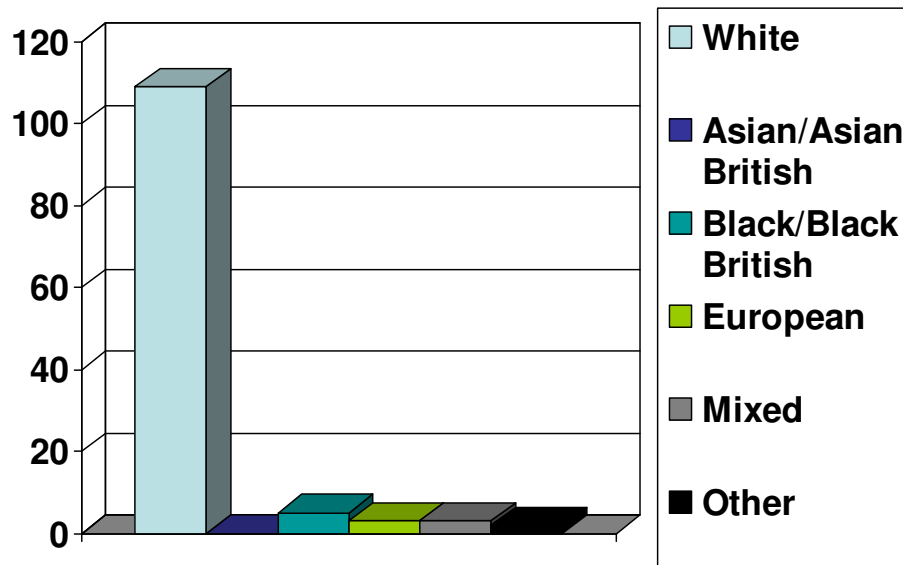


Assessed

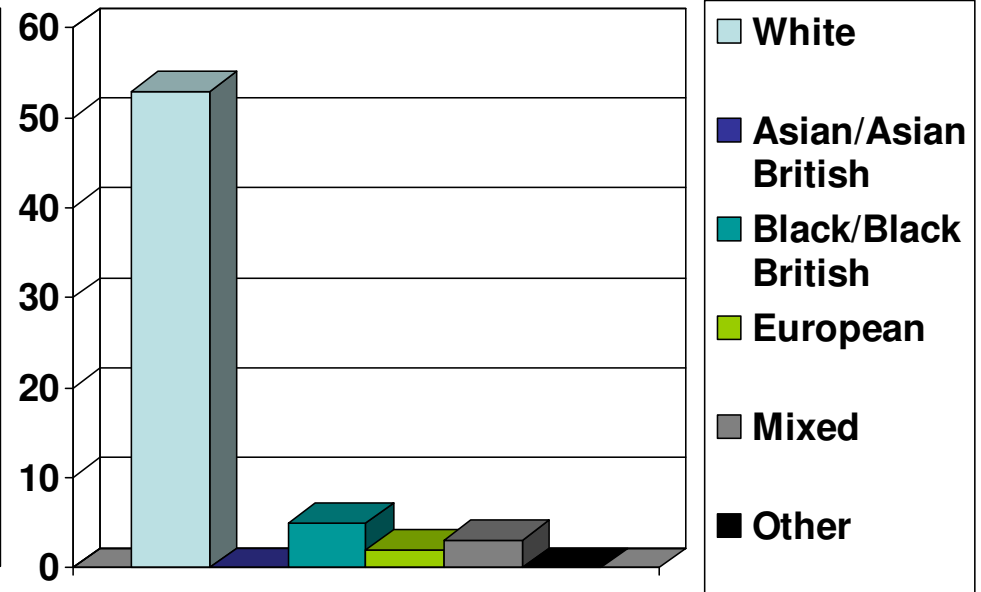


Ethnicity

Accepted

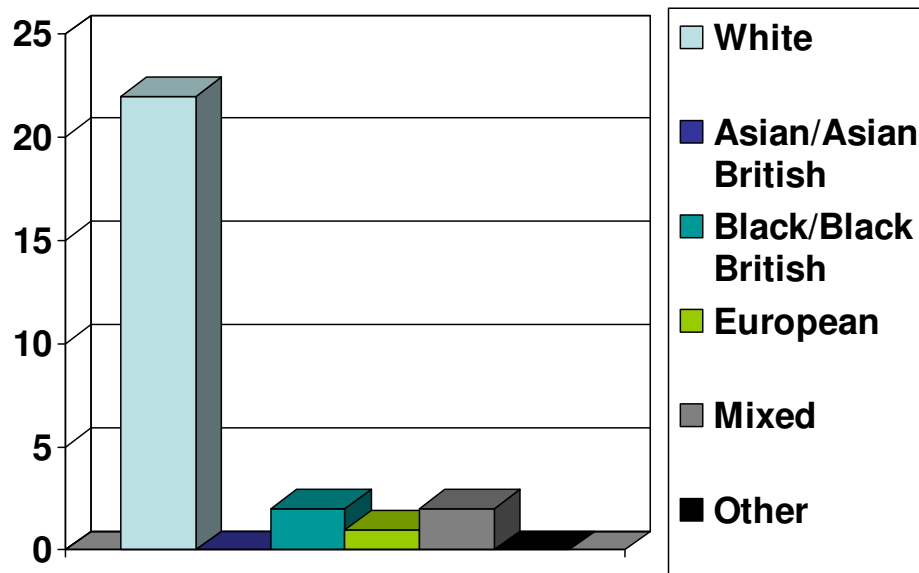


Admitted

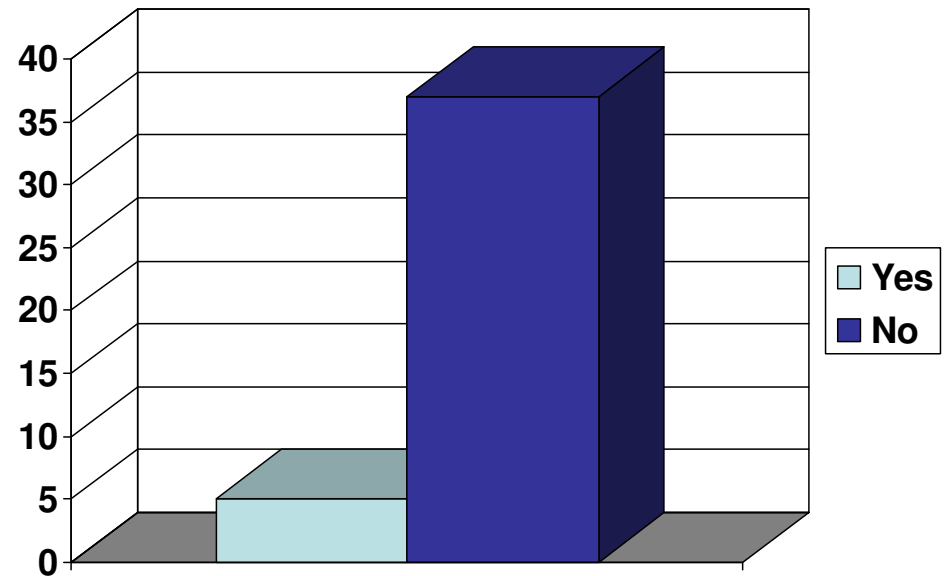


Ethnicity

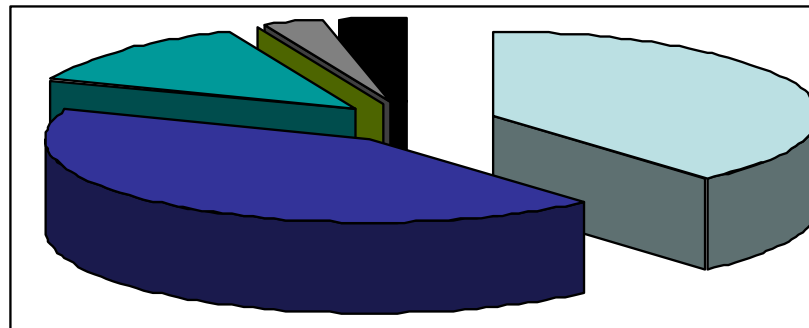
Completed



Did you feel discriminated against?



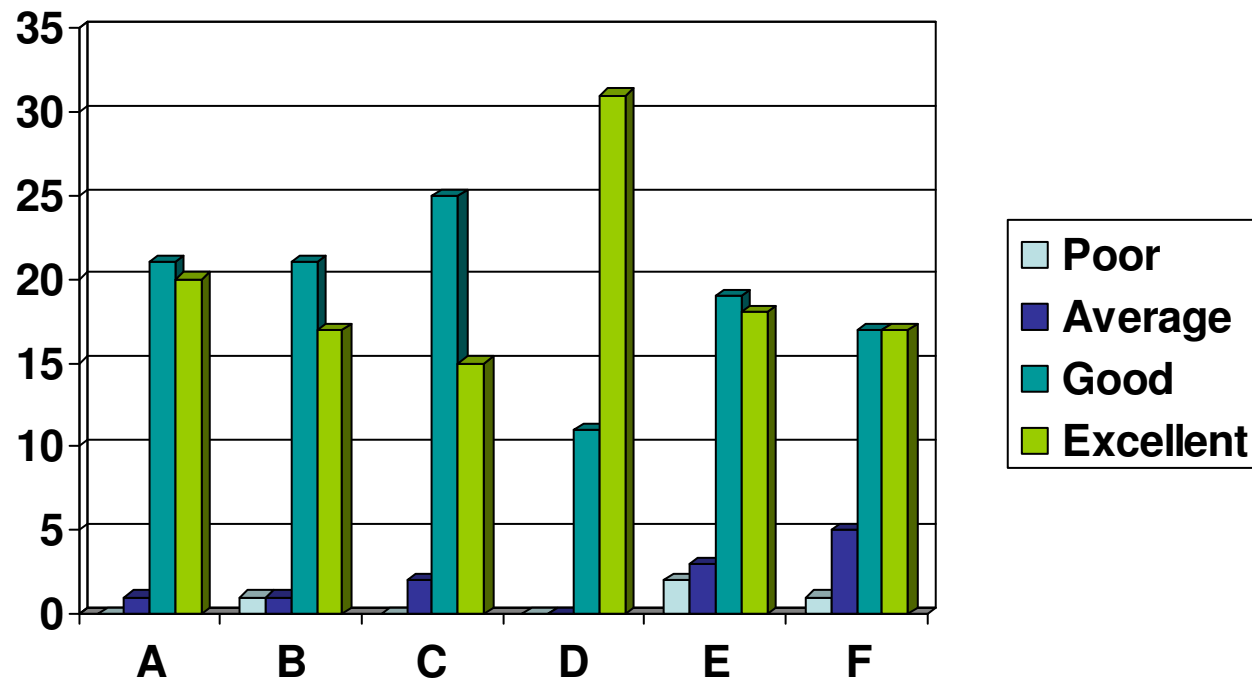
Client primary substance of choice



TOTAL CLIENTS FOR YEAR OF APRIL 2010 – MARCH 2011

- Total Alcohol = 24
- Total Heroin = 26
- Total Cannabis = 0
- Total Cocaine/crack = 8
- Total Poly = 2
- Other = 2

Departing Client's Feedback



A – Initial Contact

B – Level of info received from admissions team

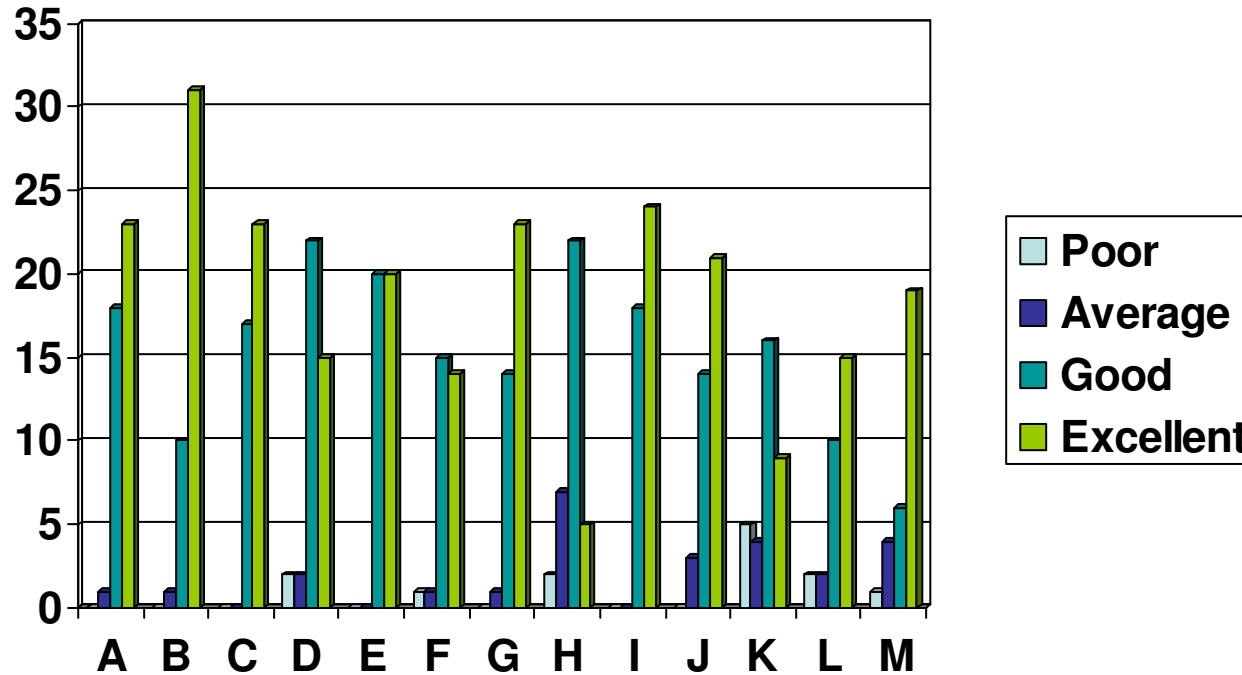
C – How did you feel about the assessment?

D – Welcome received by team on admission

E – Welcome received from peers

F – How useful was the welcome group?

Departing Client's Feedback Continued



A – Comfort and maintenance of the house

B – Professionalism of the staff

C – Relationship with counsellor

D – Group therapy

E – Balance between group therapy and individual counselling

F – Lectures/Videos/Audio

G – Range of groups for exploring different issues

H – Weekly house meetings

I – Content, choice, preparation of food

J – Help and the support of written work

K – Involvement of family

L – Adequately informed in the planning of rehabilitation after treatment

M – Support in the process of completing treatment

Client Comments

- I chose Somewhere House for the fact that I was a feeling attached to the Rehab Centre and that I would get as much as I wanted in the way of support also that I could build relationships.
- I chose Somewhere House because of good success rates and I was told it was very good here.
- I chose to come to Somewhere House because it is a therapeutic non religious rehab and I noticed I needed help with my addiction troubles.
- On assessment I was impressed with the whole program and it seemed a very caring place.
- I felt at ease and liked the atmosphere of the house, it felt right.
- I chose to come here because the feedback I got from ex residents was good.
- I worked hard to get clean, I needed a place where I felt safe, but my head was always thinking of my family. I wish now that I committed myself more to treatment and would like to thank the staff for all there support.

Client Comments

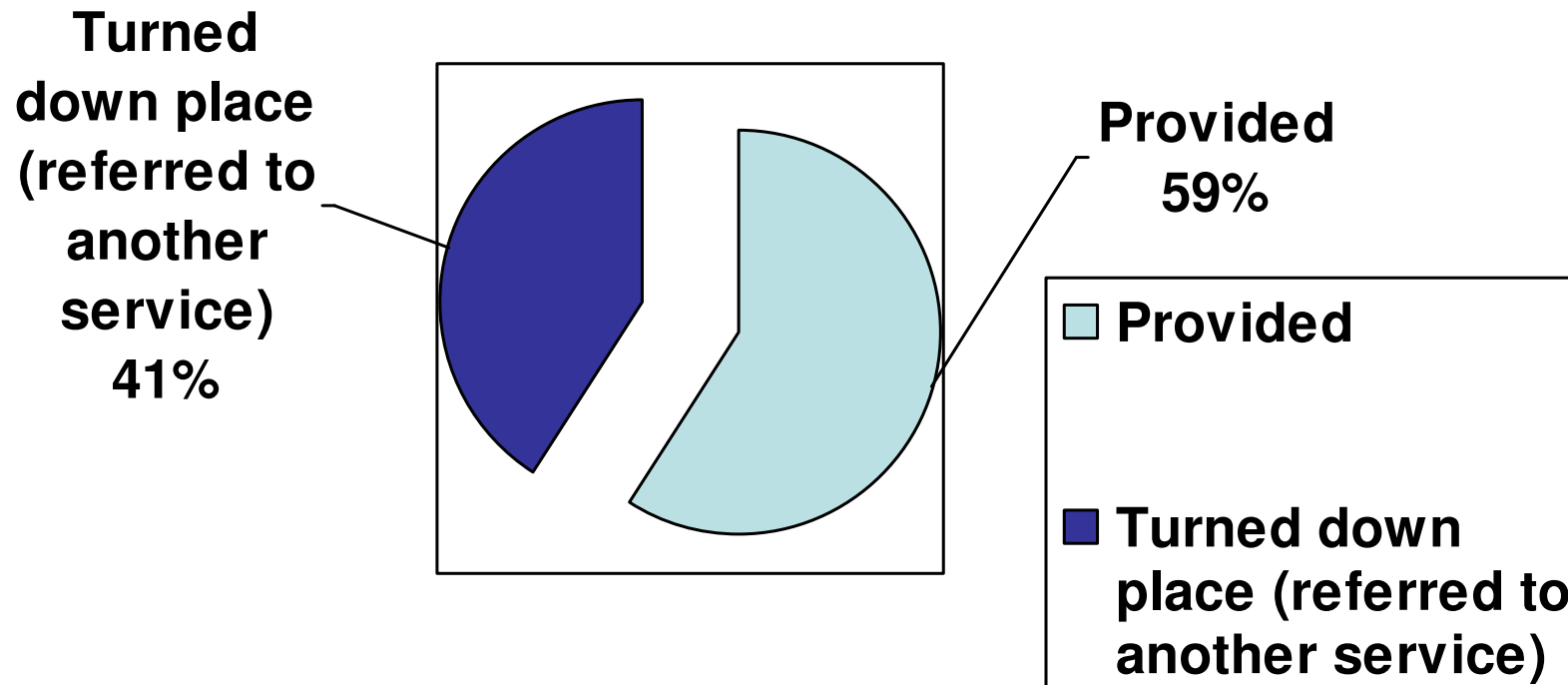
- Chose to come after comparing to other rehabs.
- Because of the person centered approach.
- Because it was person centered.
- Because a member of staff said to me that if I wanted to hide in a rehab with plenty of corners I could, but if I wanted to get it right to come here!
- I came for my assessment and got a really warm welcome. The staff were fantastic and a lot had been through addiction themselves. It is a very warm and homely house, the perfect place I could have chosen.
- Because I didn't want to do a 12 step treatment.
- Small more intimate and friendly atmosphere, person based therapy/treatment
- I thought it was the best place for me.

SERVICE USER FEEDBACK

(our comments)

- When looking at the overall feedback we have addressed any issues that have arisen one being discrimination issues we do discuss this in group but still felt some other clients did not respect the impact their behaviour may have on another, as a result we have clarified our boundaries and warnings are issued to those who choose to conduct themselves in an inappropriate way.
- We haven't reached perfection but feel overall happy, with our introduction of clients emotional feedback questionnaires this year we will see if this is more helpful feedback. We have also introduced a family support group to happen once a month on Sunday when most family members come and visit, watch this space for feedback.

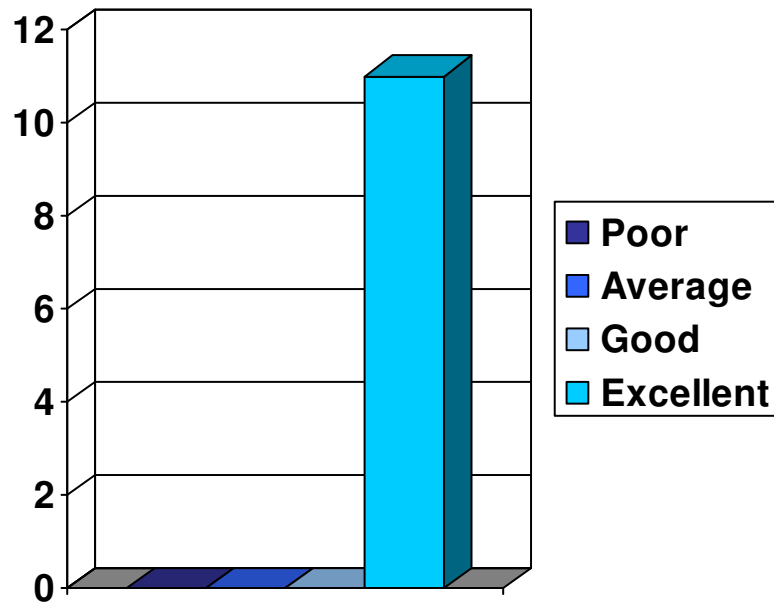
Aftercare



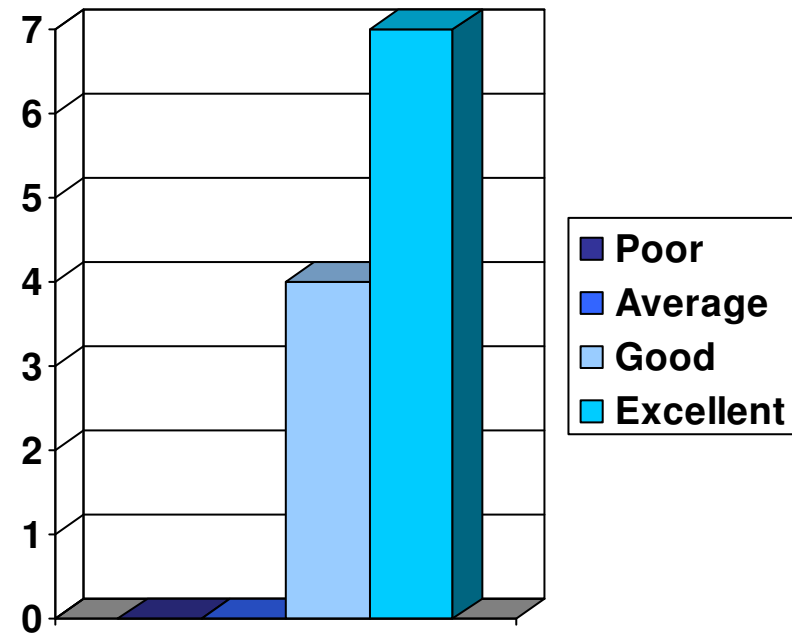
Of the 27 clients who completed treatment at Somewhere House all 27 were offered aftercare, 16 took up this offer and 11 opted to be referred to another service.

Tenant Feedback

How do you feel about the level of support available from SWH?



How do you feel about the level of support available from your peers?



This year we asked all the current move on clients for feedback and their opinions and experiences of being a tenant in one of our supported houses.

Tenant Feedback

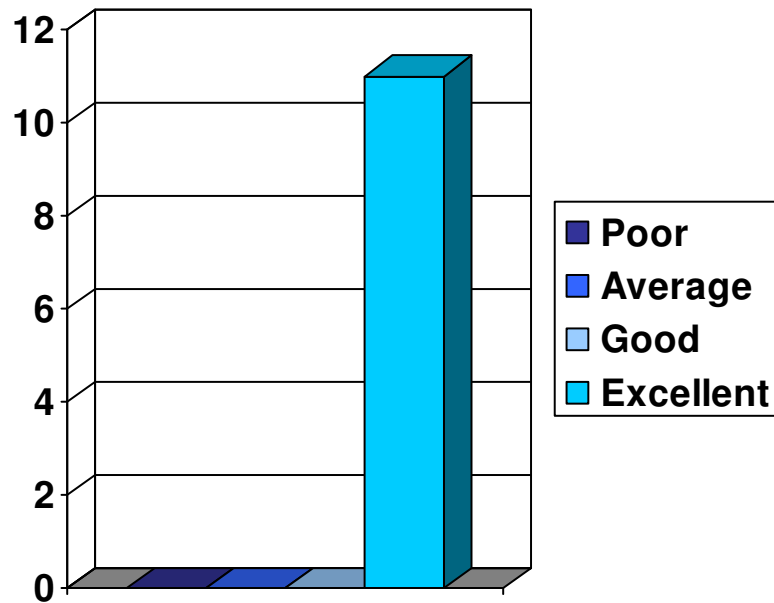
How would you rate support available from staff in relation to achieve:

- College and Education - 9.18/10
- Paid Work - 9.4/10
- Voluntary Work - 9.64/10
- Enjoying and achieving life - 9.73/10
- Health and well being - 9.64/10
- Benefits/money management - 9.64/10
- Family/maintaining old relationships - 9.18/10
- Meeting new people/new relationships - 9.64/10

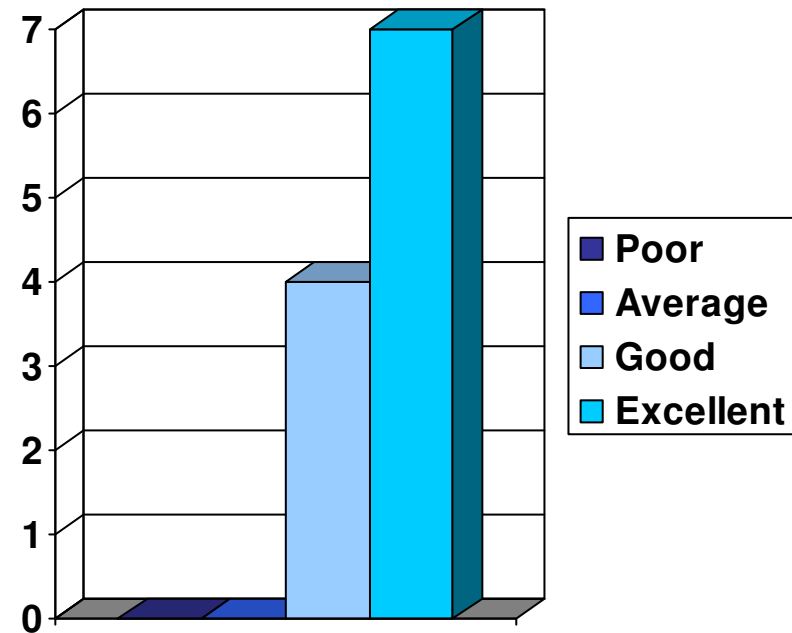
(Average Score, rated out of 10)

Tenant Feedback

How do you feel about the levels of contact you received from SWH?

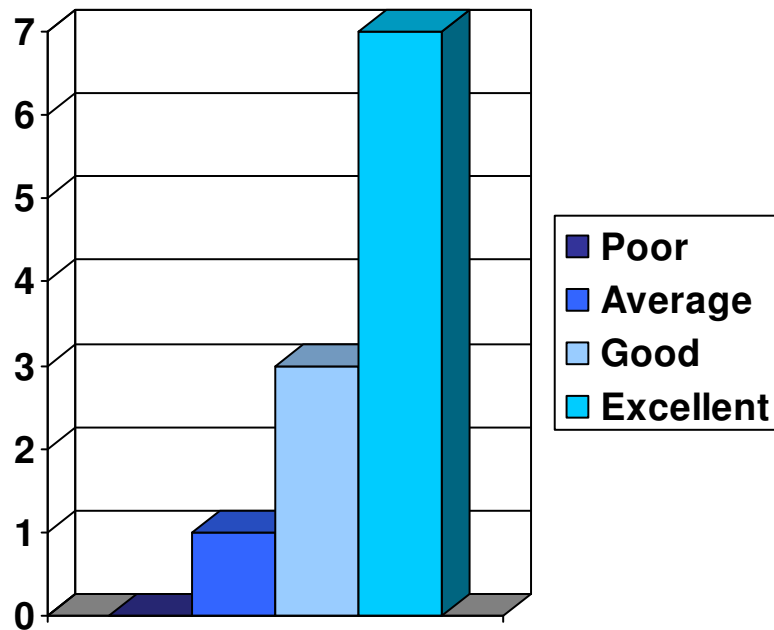


How would you rate the move on groups?

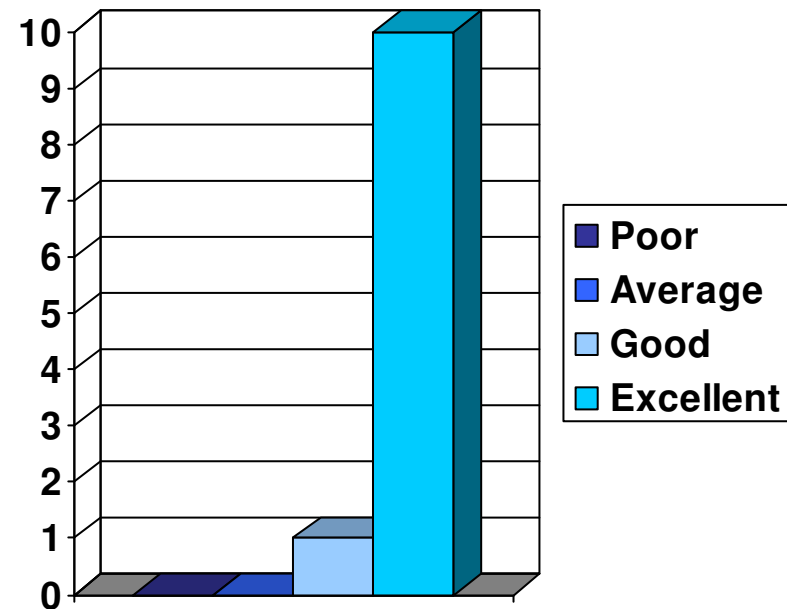


Tenant Feedback

How do you would you rate the monthly house meetings?



How do you feel about the comfort and maintenance of the house?



Tenant Feedback

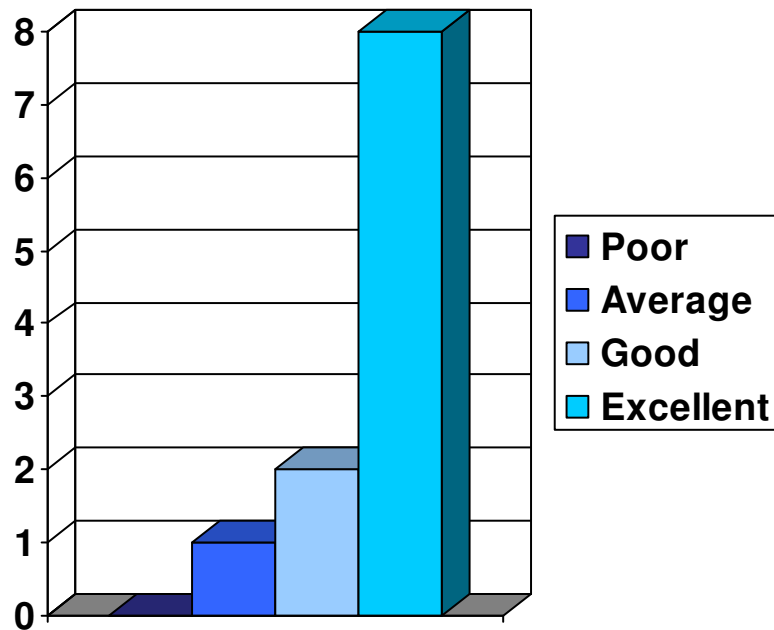
How would you rate the availability of support?

- One to One sessions - 9.91/10
- Group sessions - 9.91/10
- Community support e.g. NA/AA - 9.45/10

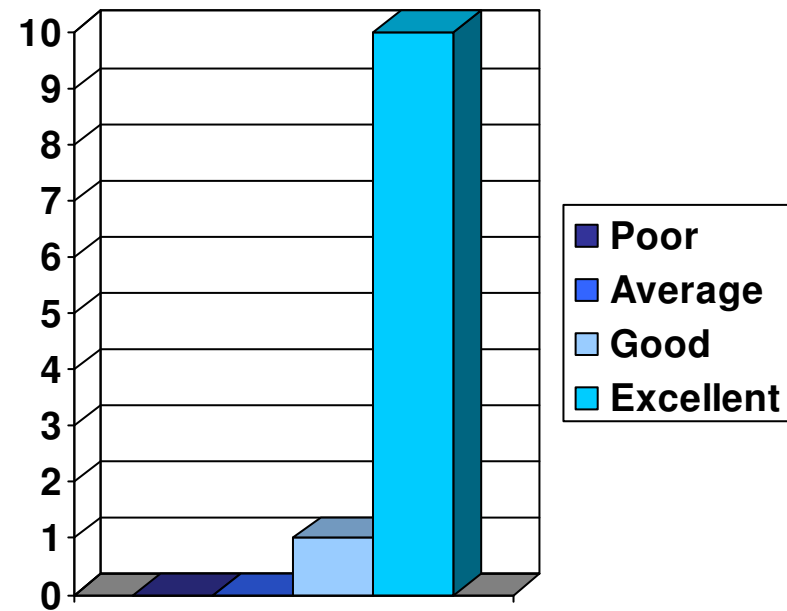
(Average Score, rated out of 10)

Tenant Feedback

Please rate the location of your move on house

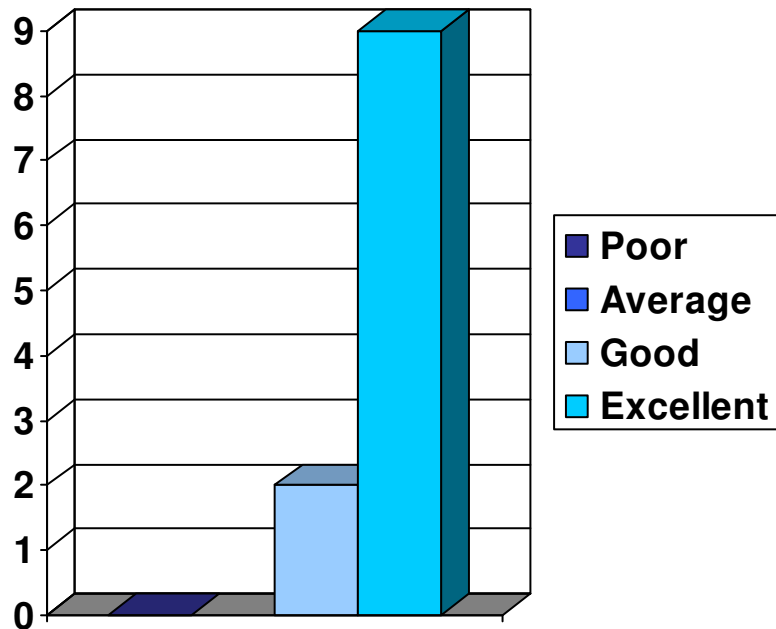


How appropriate do you consider your house to be for your needs?

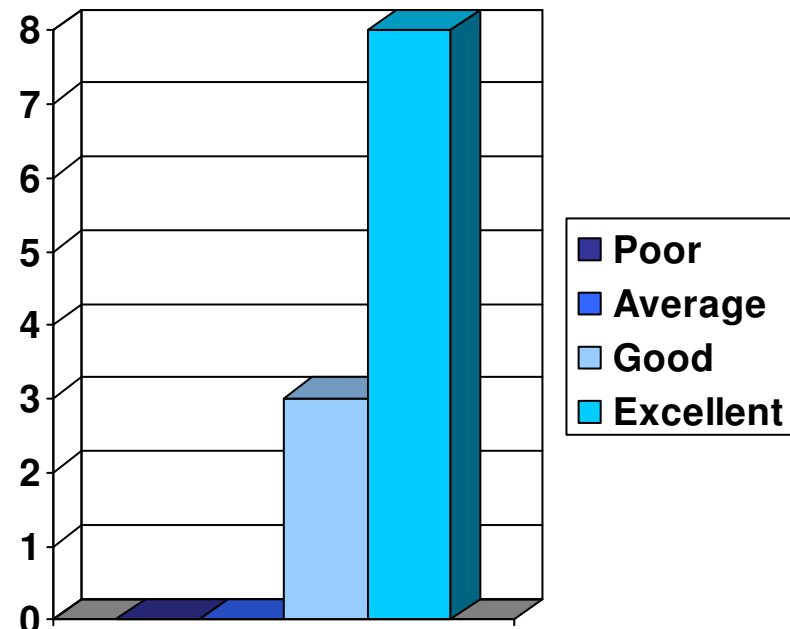


Tenant Feedback

Please rate what we have done to prevent the risk of abuse?

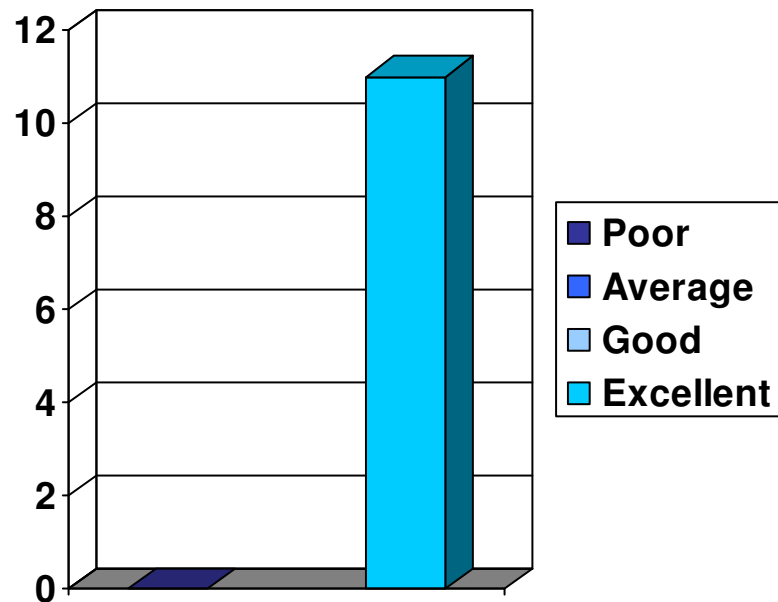


How do you rate your relationship with your worker?

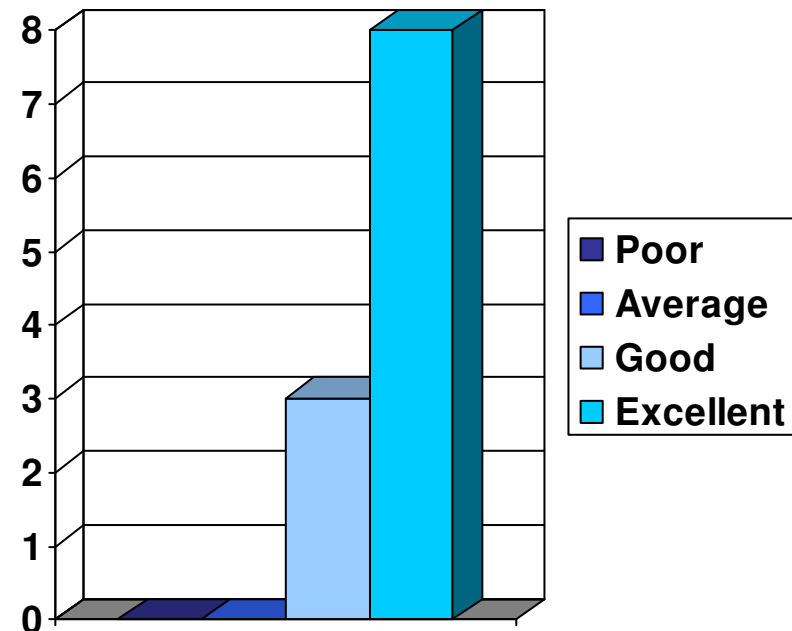


Tenant Feedback

How would you rate the professionalism of the staff at Somewhere House?



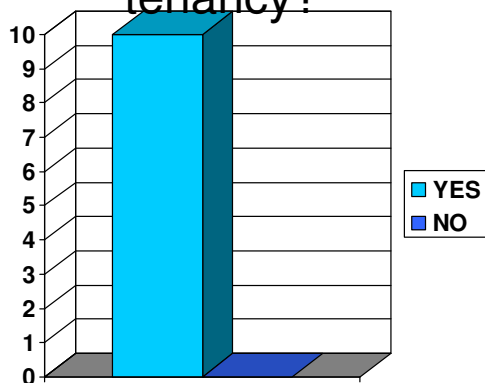
How would you rate your progress since living at a move on house?



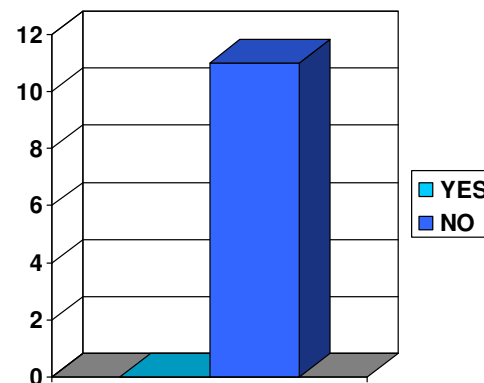
Tenant Feedback

While living in your move on house:

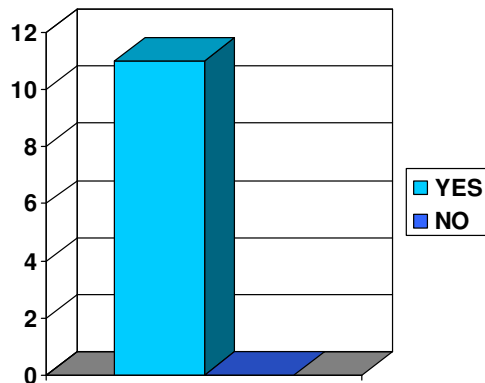
Have you received help with maintaining tenancy?



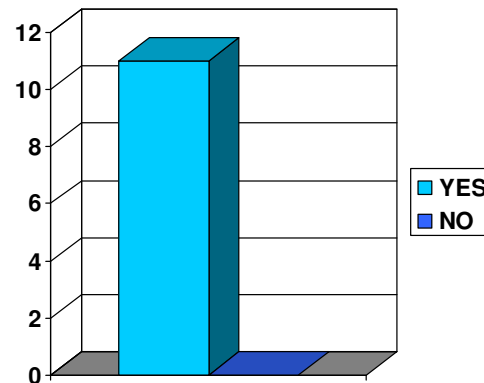
Have you been discriminated against?



Are you aware of the complaints procedure?



Do you know how to make a staff member aware if you know of any abuse?



Tenant Feedback

- Thank you for all the support that you have given me in all areas of my life.
- There should be more people like Angie and Dave. All the staff at SWH are superb.
- Being in the move on house and receiving such a high-level of support so close by and available has and continued to be vital and very helpful to the stability of my on going recovery.

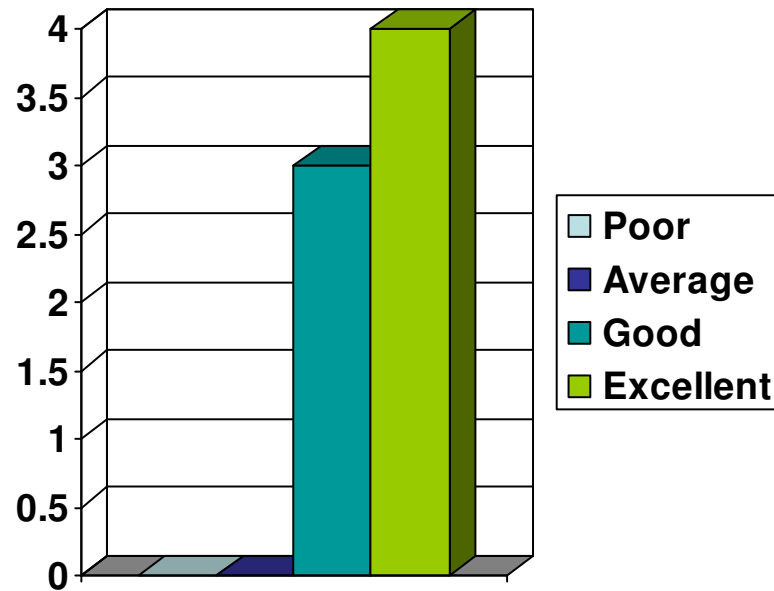
AFTERCARE

Our Feedback

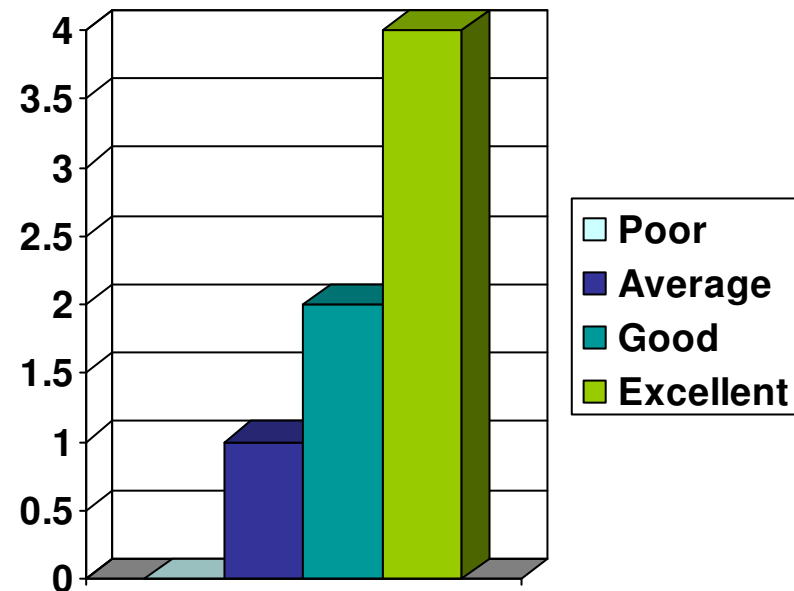
- Once again the feedback we have received is excellent there is very little we could change according to client feedback. We have listened to what has been discussed throughout the year and not just from the questionnaires so changes are afoot.
- The groups have got stronger and those getting their own accommodation has increased. What we have found is that regular support and contact with the team has improved wellness and that those who keep engaged are more likely to sustain recovery.

Funder Feedback

How satisfied were you with your initial contact?

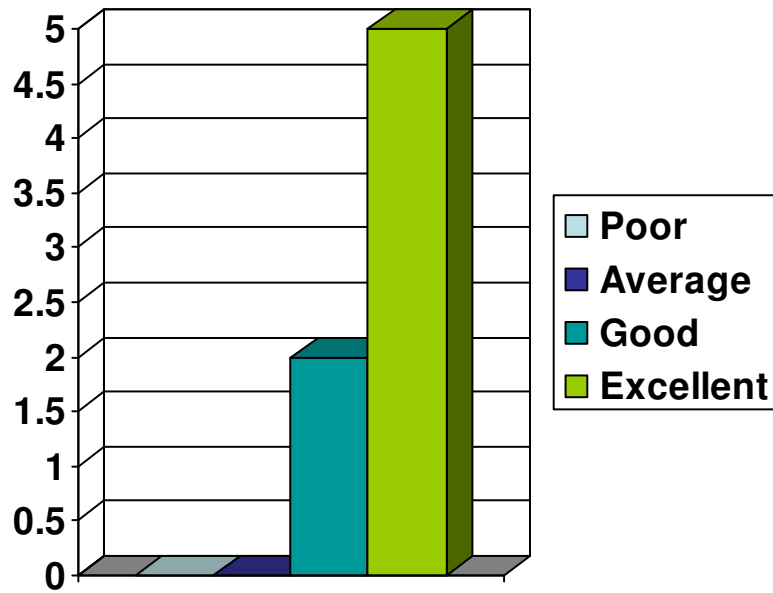


How would you rate the level of information you received from the Administration Team?

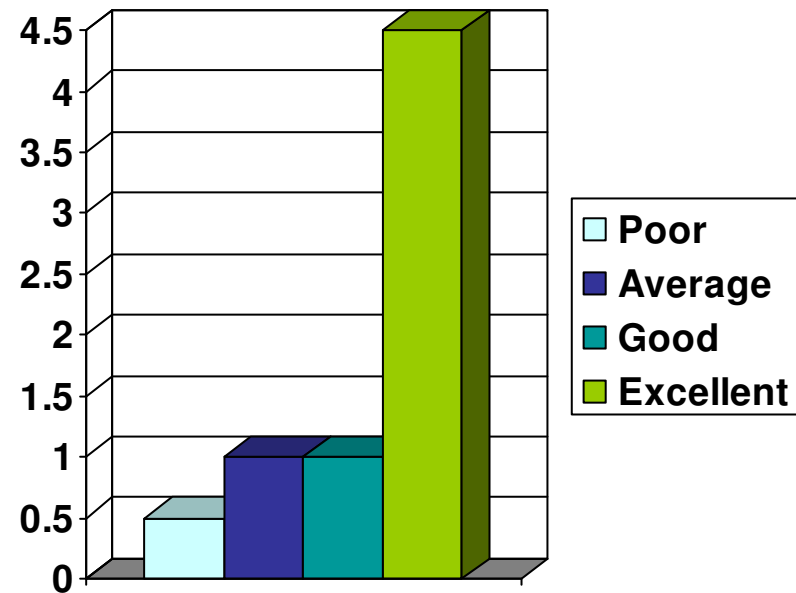


Funder Feedback

How did you find the assessment process?

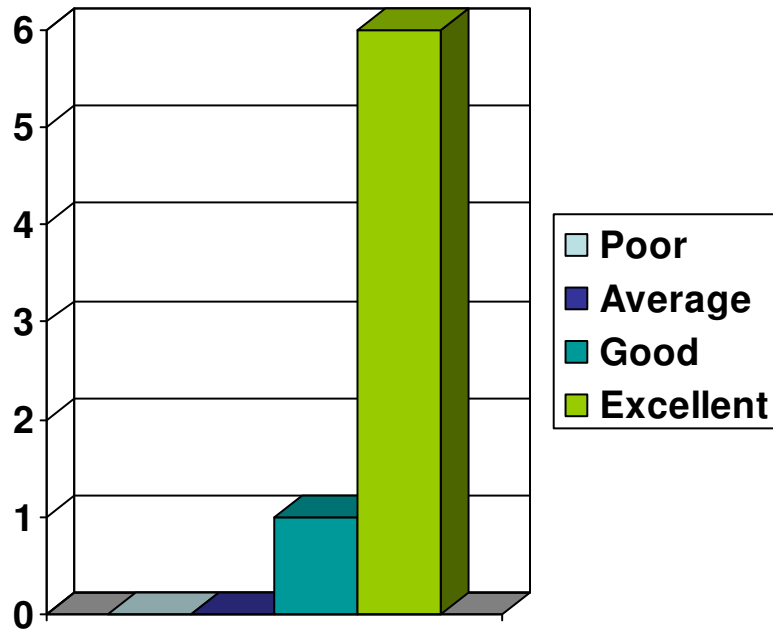


How satisfied were you with the welcome you received from the team?

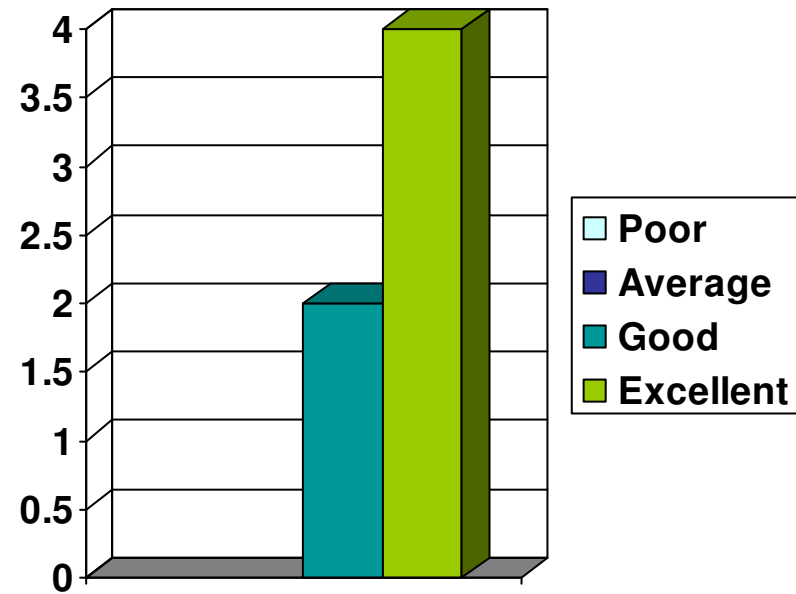


Funder Feedback

How satisfied were you with the waiting times?

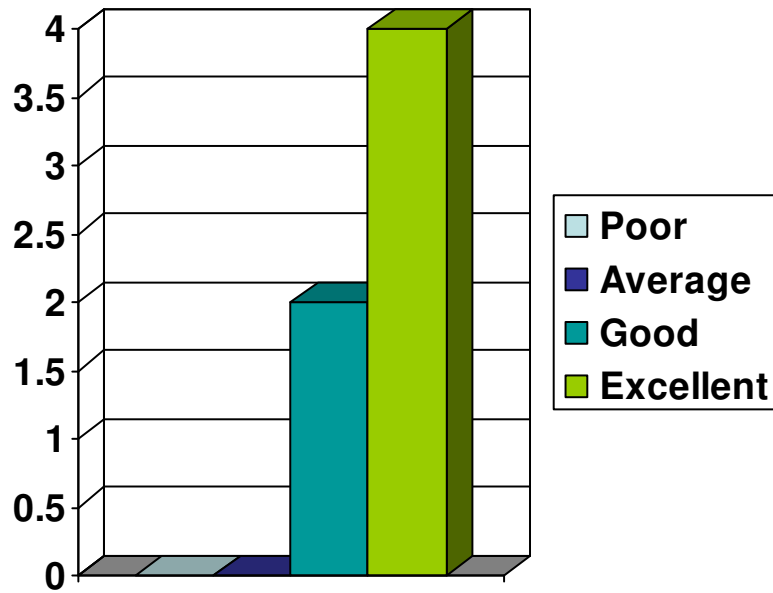


How did you find the comfort and maintenance of the house?

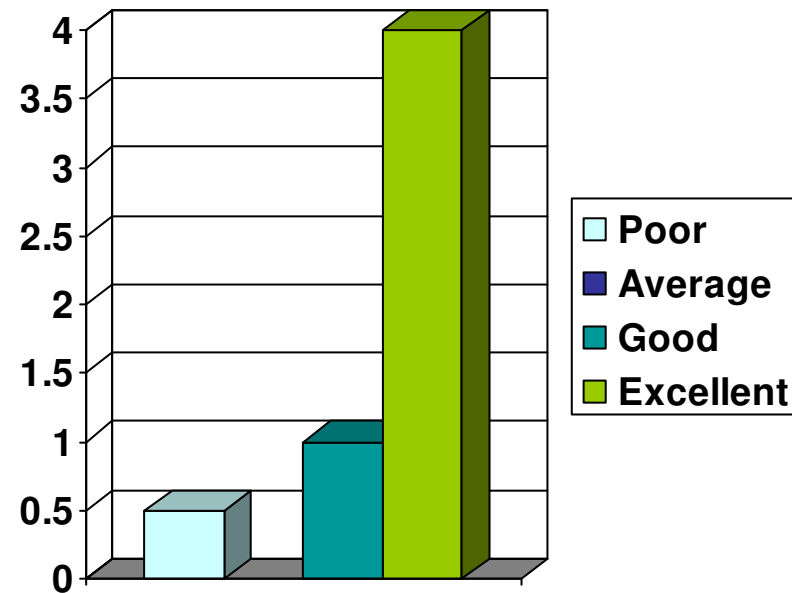


Funder Feedback

How would you describe the professionalism of the staff?

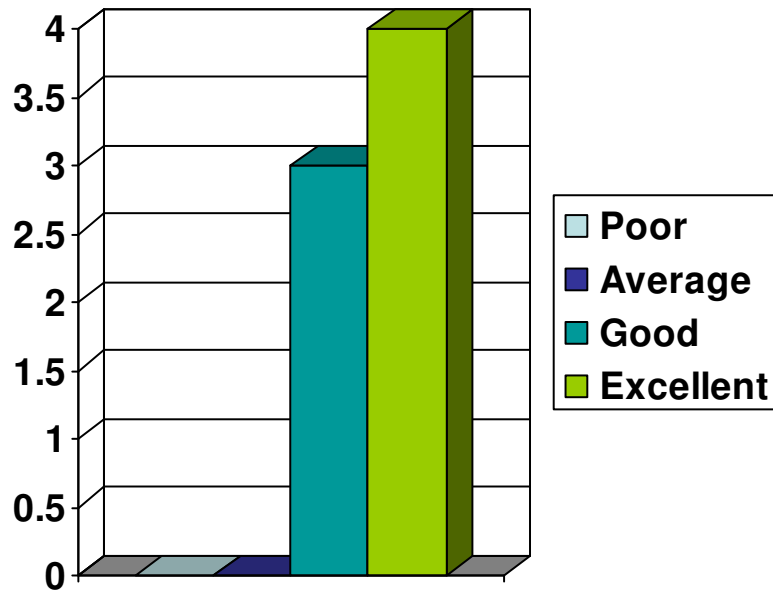


Were you satisfied with the relationship with yourself and our key workers?

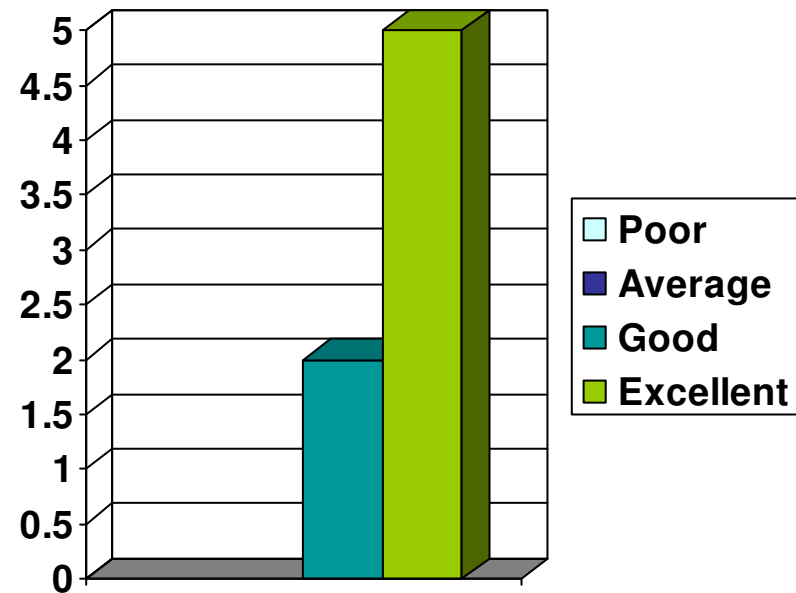


Funder Feedback

How did you find the client progress reports?

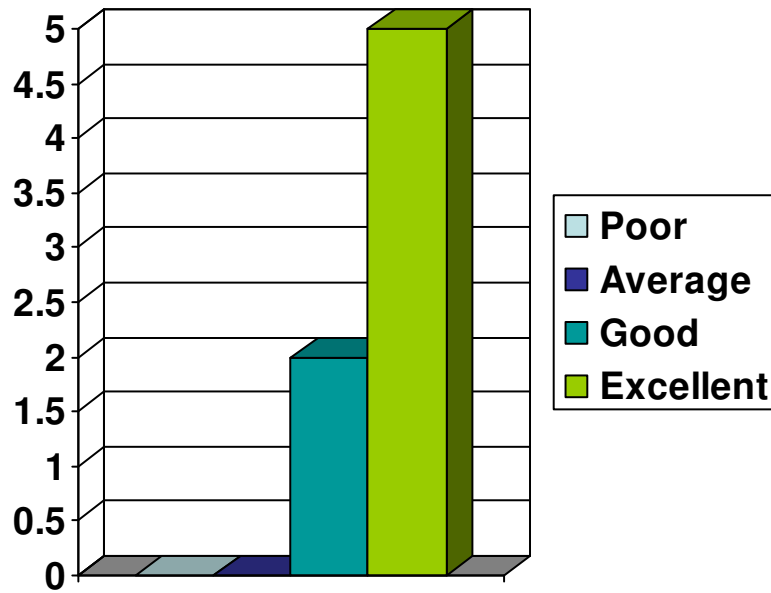


How did you find our discharge process?

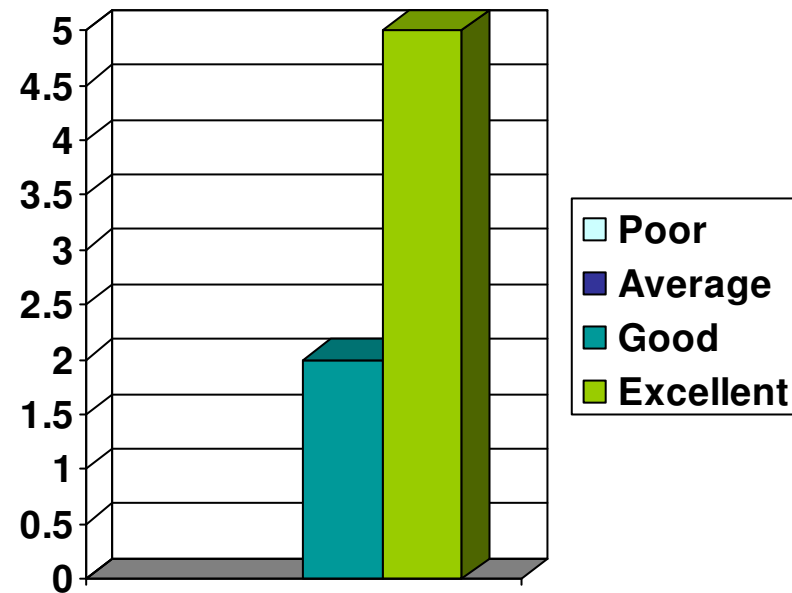


Funder Feedback

How satisfied were you with being kept informed about the clients?



Was there a sufficient amount of contact between us and you?



Funder Comments

“Willingness and ability to support complex clients i.e.: dual diagnosis is an invaluable recourse” Jane Elliot, Plymouth City Council

“Although this episode was cut short by the client it was a very significant time of treatment and 5 months on she is still sober and back at work. As a provider I was very satisfied with the whole experience and would recommend you” Jood Gibbins, CAS Winchester

“As a Care Manager based 130 miles from the placement, communication is very important. Somewhere House have always provided good progress reports and have kept Care Managers informed of any issues on a regular and timely basis” Steph Masters, Substance Misuse Team, Leicester

Funder Comments

“I did not appreciate the criticism which was strongly levelled at me regarding my agency's level of funding and provision, and felt that my professionalism and credibility was questioned and challenged in an in appropriate way for a 'customer'. Also that you failed to take on board clear communication from me about the duration of funding available. Aside from this a great deal of what you provided was excellent, hence the polarities in my scoring.” Mark Lindsey Earley, Willows Drug and Alcohol Service, Newton Abbot.

“Very good with client led, and information sharing, excellent service, would recommend” Kevin Speller, ARA, Weston Super Mare

Overall Audit 2010/11 Overview

Another year has rushed by with a strong sense of making a difference to those seeking recovery as well as those who make the choice to return to their addiction. The aftercare contact has grown immensely and even those who left early often keep the contact which we are pleased to see.

The changes we made in regards to admissions asking for contact throughout the detox time seems to have improved the bed availability allowing us to help more people.

Training and development is still a high priority, mental health training, suicide assist, health & safety, handling medication, counselling courses, NVQ4 and many more. I had the privilege of being the exam invigilator not a role I cherished. The student programme still ongoing developing the team and helping many future professionals in their career.

We are looking forward to our family support group adding to our family therapy. We have also introduced a singing group, drumming group to compliment our already strong therapy.

I would like to take this opportunity to say thank you to all the staff, care managers and commissioners for their help and support to help others to change their lives a privilege we never take lightly. Whilst we may not always get it right, as you can see by some of the feedback we always try and do our best for the client. We look forward to spending another year doing what we do best.

Angie Clarke